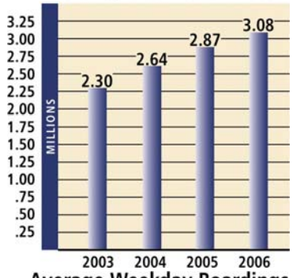
Summary Data of Three Modes of Service

ST Express Bus	Year-to-date 2005 Actuals	Year-to-date 2006 Actuals	Year-to-date Budget
Revenue vehicle hours operated[1]	418,167	459,939	402,260
Revenue vehicle miles operated	10,254,710	9,834,938	9,573,384
Trips operated	363,489	364,056	376,237
Platform hours operated[2]	562,161	582,319	579,770
Boardings per revenue hour	21.08	21.04	22.0
Boardings per trip	24.25	26.58	23.6
Cost-per-boarding[3]	$6.49	$6.52	$7.20
Percentage of scheduled trips operated	99.95%	99.71%	≥99.80%[4]
On-time performance[5]	94.30%	94.20%	≥90.00%[4]
Customer complaints[6]	0.02%	0.02%	<0.05%[4]
Preventable accidents per revenue mile[7]	0.81	0.80	≤1.00 per 100,000 miles
Sounder Commuter Rail			
Revenue vehicle hours operated[1]	14,201	16,095	17,414
Revenue vehicle miles operated	533,047	618,808	646,771
Trips operated	2,703	3,116	3,136
Boardings per revenue vehicle hour	89.31	105.19	75.0
Boardings per trip	469.22	543.32	418. 0
Cost-per-boarding[3]	$16.60	$13.37	$19.98
Percentage of scheduled trips operated	99.97%	97.75%	≥99.50%[4]
On-time performance[5]	96.52%	95.60%	≥95.00%[4]
Customer complaints[6]	0.04%	0.04%	<0.05%[4]
Preventable accidents per revenue mile[7]	0.00	0.00	≤1.00 per 1,000,000 miles
Tacoma Link Light Rail			
Revenue hours operated[1]	9,610	9,979	9,878
Revenue miles operated	96,314	96,118	95,550
Trips operated	60,201	60,394	59,537
Boardings per revenue vehicle hour	92.08	88.73	91.1
Boardings per trip	14.70	14.66	15.1
Cost-per-boarding[3]	$3.17	$3.28	$3.70
Percentage of scheduled trips operated	100.04%	99.99%	≥98.50%[4]
On-time performance[5]	99.98%	99.97%	≥98.50%[4]
Customer complaints[6]	0.00%	0.00%	<0.05%[4]
Preventable accidents per revenue mile[7]	0.00	0.00	≤1.00 per 100,000 miles

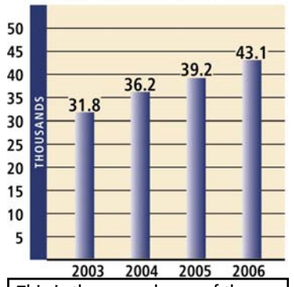
1-Revenue hours: The total amount of time during which service is available to carry passengers. Tacoma Link reports as service hours because at this time it does not collect fares. The 2006 budget for revenue vehicle hours operated and revenue vehicle miles operated was an estimated amount as of September 2005. The actual schedule was based on the Service Implementation Plan, adopted in February 2006. The revenue vehicle hour and mile measures are provided for information purposes only; ST Express is billed on the basis of platform hours operated, which are within 2 percent of budgeted levels.
2-Platform hours: The total hours a transit vehicle operates, including layover and deadhead time.
3-Cost-per-boarding is calculated as the total actual operating costs (including Agency overhead allocations) before depreciation divided by the total number of riders during the period.
4-Quarterly and annual target number.
5-On-time performance standards are defined as:
ST Express: ≥90 percent, no later than 10 minutes of scheduled departure time.
Sounder: ≥95 percent, the average of all trains in a month arriving at a terminus within seven minutes of schedule.
Tacoma Link: ≥ 98.5 percent, is late if it either departs a terminal station more than one minute late or arrives at a terminal station three or more minutes late and is unable to make its departure time.
6-Customer complaint standards are < 0.05 percent based on the performance standards set in the ST Express service agreements. The standard is calculated as a percent of total boardings for each mode.
7-Preventable accident: An accident in which the operating employee(s) failed to do everything reasonable to prevent the accident.
8-Preventable accident standard for ST Express increased from 0.80 percent to 1.00 percent per 100,000 miles during closure of the Downtown Seattle Tunnel.

Service Delivery Quarterly Performance Report to the CEO

Total Systemwide Ridership
Fourth Quarter 2003 - 2006



Average Weekday Boardings
Fourth Quarter 2003 - 2006



This is the second year of the performance report presented by the Sound Transit Transportation Services Department.

The indicators used for comparisons are consistent with National Transit Database standards and allow for comparison with other transit systems.

The 2006 report includes more data, and beginning with the second quarter also includes year-to-date ridership comparisons.

Inside this report

Page 2 Passenger boarding analysis
Page 3 Performance snapshot
Page 4 Glossary and summary data

Q4 Systemwide Ridership

Boardings by Service Type	Fourth Quarter 2005	Fourth Quarter 2006	Fourth Quarter %Δ	Year-to-Date 2005	Year-to-Date 2006	Year-to-Date %Δ
ST Express Bus	2,254,974	2,400,985	6%	8,815,793	9,677,654	9%
Sounder Commuter Rail	400,450	457,935	14%	1,268,291	1,692,971	34%
Tacoma Link	212,267	220,544	4%	884,895	885,397	1%
Total Boardings	2,867,691	3,079,464	7%	10,968,979	12,256,022	9%
Avg Weekday Bdgs	39,191	43,075	10%	37,712	42,703	9%

Sound Transit continued to post significant gains in total ridership during the Fourth Quarter, with a seven percent increase in systemwide boardings compared with Fourth Quarter 2005. Average weekday passenger boardings, a good indicator of commuting trends, were up 10 percent.

Sounder added a fourth round trip in the south in September 2005, and this was the first quarter that provided a direct comparison for Sounder using the same level of service. This was primarily why the quarterly growth of 14 percent, though still strong, was under the full year growth of 34 percent. Total Sounder ridership for 2006 was 1.7 million, compared with the 2006 Service Implementation Plan estimate of 1.6 million.

External factors continued to help increase ridership during the Fourth Quarter. The regional economy continued to add jobs, with employment growth occurring at key urban centers served by Sound Transit, including Redmond, Tukwila, downtown Bellevue and downtown Seattle. Retail gasoline prices hit an all-time high during the summer, providing additional incentives for transit use.

The growth in year-to-date ST Express ridership is also notable because it comes despite a fare increase on ST Express service in June 2005. Severe weather events in the Fourth Quarter brought the increase in riders down from what had been more than 10 percent growth in previous quarters. ST Express ridership for 2006 was an impressive 9.7 million, compared with the 2006 Service Implementation Plan estimate of 8.9 million.

Tacoma Link showed a slight increase of under one percent for the year compared to 2005. The growth in average weekday ridership was approximately 10 percent, though boardings were lower on the weekends. Tacoma Link ridership for 2006 was 885,397, compared with the 2006 Service Implementation Plan estimate of 900,000.

Specific mode and individual route trends are discussed on page 2.

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Fourth Quarter Ridership Highlights

ST Express bus ridership growth slowed somewhat during the Fourth Quarter, increasing by six percent compared with 12 percent growth during the Third Quarter. Service on ST Express was more impacted by the extreme weather November and December than the other modes. In addition, ridership trends on individual bus routes reflected the major service changes that were implemented to increase productivity in 2006. While overall ridership increased, boardings were down on Route 530/532 Everett-Bellevue, Route 565 Federal Way-Overlake and Route 582 Bonney Lake-Tacoma. Everett-Bellevue ridership was down because Route 530 was discontinued in September 2006. The drop in Route 565 boardings was due to a restructuring in June 2006 that reduced service on Route 565 and increased service on Route 564, which is identical to Route 565 over most its length. As a result, Route 564 boardings were up 224 percent and total corridor ridership was up 17 percent overall. The decline in Route 582 boardings resulted from the elimination of all off-peak service in June 2006.

Routes with ridership increases of 20 percent or more included Route 545 Redmond-Seattle, Routes 555/556 Issaquah-Northgate and Route 564 South Hill-Overlake. Route 535 Lynnwood-Bellevue boardings grew by 18 percent, absorbing some of the former Route 530 riders at the common stops that both routes served along the I-405 corridor between Canyon Park and Bellevue.

Sounder commuter rail ridership continued to climb during the Fourth Quarter, increasing by 14 percent overall. A fourth round trip was added to the South Line schedule in September 2005, providing the first quarter-to-quarter comparison of the same level of service. Special train ridership was significantly lower than in 2005 due to fewer major events and lower event attendance; however, regular commuter ridership was up by eight percent on the North Line and 24 percent on the South Line.

Tacoma Link light rail ridership increased by four percent during the quarter, with a five percent increase in average weekday boardings. This is notable considering that there was virtually no change in the level of service from 2005.

ST Express Boardings by Route

	Route	Q4 2005	Q4 2006	%Δ
510/513	Everett-Seattle	137,086	149,285	9%
511	Lynnwood-Seattle	170,689	181,588	6%
530/532	Everett-Bellevue	60,572	46,980	-22%
535	Lynnwood-Bellevue	53,113	62,717	18%
522	Woodinville-Seattle	198,895	216,949	9%
540	Redmond-U. District	104,034	107,729	4%
545	Redmond-Seattle	257,005	307,884	20%
550	Bellevue-Seattle	341,588	341,308	0%
554	Issaquah-Seattle	129,640	137,887	6%
555/556	Issaquah-Northgate	34,155	47,872	40%
560	West Seattle-Sea-Tac-Bellevue	143,039	160,058	12%
564	Auburn-Overlake	20,290	65,706	224%
565	Federal Way-Overlake	107,125	83,099	-22%
574	Lakewood-Sea-Tac	104,086	110,838	6%
577	Federal Way-Seattle	0	32,387	N/A
582	Bonney Lake-Tacoma	31,422	17,548	-44%
585	Lakewood-Auburn	22,116	0	-100%
586	Tacoma-U. District	24,983	28,711	15%
590-592, 594-595	Lakewood-Seattle/ Tacoma-Seattle	315,136	302,439	-4%
	Total[2]	2,254,974	2,400,985	6%
	Avg Weekday Bdgs[2]	30,850	33,293	8%
	2006 SIP Projection[1] Total		8,900,000	
	Avg Weekday		30,077	

Sounder Commuter Rail Boardings by Corridor

		Q4 2005	Q4 2006	%Δ
Everett-Seattle Corridor	Commuter	43,525	47,065	8%
	Special	13,778	9,465	-31%
	Subtotal	57,303	56,530	-1%
Tacoma-Seattle Corridor	Commuter	310,921	384,181	24%
	Special	32,226	17,224	-47%
	Subtotal	343,147	401,405	17%
	Total	400,450	457,935	14%
	Avg Weekday Bdgs	5,538	6,845	24%
	2006 SIP Projection[1] Total		1,200,000	
	Avg Weekday		4,706	

Tacoma Link Light Rail Boardings

	Q4 2005	Q4 2006	%Δ
Total	212,267	220,544	4%
Avg Weekday Bdgs	2,803	2,937	5%
2006 SIP Projection[1] Total		900,000	
Avg Weekday		3,094	

1-Annual projections established in the 2006 Service Implementation Plan
2-Does not include Downtown Seattle ride free boardings

Transportation Services Performance Snapshot

The table below provides a snapshot of key performance indicators and measures by mode of service. It compares this quarter's performance with the same quarter the previous year and to the standards set in the 2006 budget. The budget standards are developed on an annual basis and may include seasonal fluctuations. The data used to prepare the table is on page 4 of this report.

Key Performance Indicators: Despite a small increase in the total boardings for the year Tacoma Link shows a decline in the number of boardings per revenue hour and boardings per trip. Tacoma Link offered more service in 2006, but it was primarily for extended hours in the evenings when ridership tends to be lower on a per trip basis. ST Express also showed a decline in boardings per revenue hour in 2006, though the two-tenths of a percent decline was essentially flat from the previous year. Relatively more hours were run per trip due to increasing congestion on the roads.

Key Performance Measures: Sounder continues to miss the year-to-date goal for percentage of scheduled trips operated. This reflects the service challenges experienced in the first quarter, when heavy rainfall caused mudslides and forced the cancellation of 40 trips. However, there was improvement in the on-time performance measure and the service is now exceeding the performance standard. This was the result of better coordination with the BNSF Railway on freight and passenger rail movements in the corridor.

ST Express just missed the performance standard for percentage of scheduled trips operated. Poor weather in the Fourth Quarter prevented the full schedule of trips to be run. Despite the closure of the Downtown Seattle Transit Tunnel and significant roadwork on I-90, I-405 and I-5, ST Express met its on-time performance measure, a significant achievement.

All three modes remained below the cost-per-boarding measure that was added to the 2006 budget, as spending was under budget for the year and ridership exceeded SIP forecasts.

	ST Express Bus	Sounder Commuter Rail	Tacoma Link Light Rail
Total boardings			
Boardings per revenue vehicle hour			
Boardings per trip			

Key Performance Indicators
YTD Actuals
Q4 2005 vs Q4 2006

Up for YTD
Down for YTD

Percentage of scheduled trips operated			
Cost-per-boarding			
On-time performance			
Customer complaints			
Preventable accidents per revenue mile			

Key Performance Measures[1]
YTD 2005/ YTD 2006
Actuals vs
2006 Standards

Meeting goal
Goal not achieved

YTD 2005 / YTD 2006

1-2005 data is compared against 2006 standards.